



NAVAL SUPPLY SYSTEMS COMMAND

**Commander, Fleet and
Industrial
Supply Centers**

**COMFISCS
CUSTOMER SUPPORT TRIAD
PROGRAMS**

**Ready. Resourceful.
Responsive!**



Mission, Vision Statement

Mission

To support single enterprise initiatives and one-touch supply using customer relationship management programs to provide logistics assistance in support of the war fighter

Vision

We will be the customer's choice for best value products and services, where a single request by the customer activates a global network of sources and solutions. In short

“One-Touch Supply”

TRIAD Concept

Navy Integrated Call Center

- 24 hour gateway to the network of supply, logistics, and joint defense operations support providers.

NICC

LSC

Logistics Support Center

- Waterfront/flight line husbandry.
- Supply assistance teams.
- Direct services facilitator and advocate.

OTS

One Touch Supply

- 24 hour logistics information and support.



➤ **One Touch Support (OTS)**

❑ **Navy Integrated Call Center
(NICC)**

❑ **Logistics Support Center (LSC)**

**Ready. Resourceful.
Responsive!**



One Touch Support

A Web-Based Supply System

What is One Touch Support (OTS)?

- **Web-based point of entry to the Navy and DoD supply systems for research and parts procurement**
- **Provides universal, Internet access to Navy and DoD supply systems**
- **Single sign on for core supply functionality, over 30 data sources**



Sign-On Screen


www.onetouch.navy.mil

Login to OTS - Microsoft Internet Explorer provided by Navy Marine Corps Intranet

File Edit View Favorites Tools Help

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Address <https://www.onetouch.navy.mil/Portal/PortalCDA/DisplaySplash> Go Links



One Touch Support

Please select the version of OTS you would like to use.

☐ Low Bandwidth (no graphics)

☐ Full Graphics

Login to OTS


If you are not a registered user, please [Register Now](#) or enter as a [Guest](#).

User ID

Password * [I have forgotten my password](#)

[Privacy Statement](#)

* Note: Password is case sensitive.



NAVSUP
NAVAL SUPPLY SYSTEMS COMMAND

Done Internet

Start | CY 2003 SITSUMS | Inbox - Microsoft Outl... | OTS and PIT Overvie... | Login to OTS - Micr... | 8:19



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WELCOME CATHERINE CARPINELLO

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OTS HOME FISC SAN DIEGO MY HAZMAT Personalize

WELCOME



NAVAL SUPPLY SYSTEMS COMMAND

[Welcome to One Touch Support \(OTS\) V3.2](#)

NAVAL SUPPLY SYSTEMS COMMAND.....
Ready. Resourceful. Responsive!

www.navsup.navy.mil

To learn more about the features and functionality of OTS, take one of our Site Tours.

- [OTS Help File/OTS Application Capabilities](#)
- [Registration Site Tour](#)
- [Portal Tour](#)
- [Stock Check Data Source Selection Tour](#)
- [Non-standard Requisition Status Tour](#)
- [MIL-STRIP Status for R-Supply Tour](#)
- [Requisition Audit and AOR Logistics Summary](#)

MORE OTS INFORMATION

[Need Assistance?](#)
Talk to Someone Now! 1-877-4-1-TOUCH (86824)

FEEDBACK / FAQ'S / OTS HELP

ONE TOUCH SUPPORT NEWS

[Logistics Application Feature Changes](#)
NEW! Requisition Audit, a new tool that appears under One Touch Applications on the left-hand navigation bar, will improve your ability to track requisitions as they move through the DoD Supply System. This capability was included in a release on Thursday, 25 September. A summary is contained in this article.

[DAAS Interface](#)
DAAS restored access to their requisition status data on Saturday, October 11. The DAAS requisition status data source had been unavailable October 9 and 10.

[Wholesale COG Migration \(WCM\)](#)
UPDATED! Wholesale COG Migration - the direct interface between Uniform Inventory Control Point (UICP) and Distribution Standard System (DSS) that will remove all wholesale COG material managed by NAVICP from the U2 inventory system of the FISCs. Learn more...

[VMSIR Connectivity Problems](#)
The connection to VMSIR is currently experiencing intermittent problems. Resources are working to resolve the issue. Thank you for your patience.

[Extension Granted for DOD PKI Mandate](#)
The DON CIO Office has granted an extension until 1 APR 04 for NMCI commands to gain DOD PKI compliance.

[Direct Visibility of RRAM Data](#)
The Real-Time Reutilization Asset Manager (RRAM)

Start In... Pit... LS... LS... F... OT... OT... QA... Mic... On... Internet 14:39



Technical Screening

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STANDARD **ADVANCED SEARCH CRITERIA** HELP

Please enter a search value in one or many of the following fields. Enter the 9 character NIIN or the 13 character NSN as an exact search. Enter "*" as part of a wildcard search - use a minimum of 5 characters of the NIIN as part of the wildcard search criteria. For additional search criteria and data source selection, click on the 'Advanced Search Criteria' tab. Information may be entered into one or many fields.

Please be patient while the search is executing...

NSN/NIIN: Enter NSN/NIINs Separated by ;

Part # Enter Part #'s Separated by ;

Cage:

Description: Enter Description Separated by ;

Number of Records Returned

Start | | | | | | | | 16:10



Data Source Selection

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NSN/NIIN: Enter NSN/NIINs Separated by ;

Part#: Enter Part #'s Separated by ;

Cage:

Description: Enter Description Separated by ;

Technical Screening

Vendor Part #: Cognizance:

Special Categories: Enter or Select SMIC:

Manufacturer: SMCC:

Stock Check

Condition Code: Quantity:

Purpose Code:

Available Inventory Sources

Active Inventory Sources

- UADPS
- DRMS
- VMSIR
- FIMARS
- GSA Hickam
- HSMS
- JTAV Fuel

Done

Start | Internet | Inbox - Micr... | Pitches | OTS and PIT... | One Touch... | WEBVLIPS - ... | 16:19



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HELP

Technical Screening - Organic Sources

FSC	NIIN	COG	UI	Description	STD	NET
6210	000000172	9Z	EA	COVER PLATE ASSEMBL	\$11.20	

AAC: D IRRC: PMIC: A HMIC: N SLAC: QUP: 1

SLC: 0 MCC: CIIC: U SMIC: EY SMCC: 9 LRC:

Demand: SM&R:

Procurement Lead Time: Production Lead Time:

Code Description (roll over code to view description)

AAC: D - DOD integrated material managed, stocked and issued

CONDUCT STOCK CHECK REQUISITION ITEM

ORGANIC SOURCES MANUFACTURERS SUITABLE ALTERNATIVES

SOS	STD	NET	COG	NIIN	SAC	Order
S9I	\$11.20		9Z	000000172	DN	
S9I	\$11.20			000000172	DS	

Code Description (roll over code to view description)

SOS: S9I - Defense Supply Ctr Phila

CREATE NEW SEARCH

Done

Start | | | | | | | 16:17



Stock Check

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Stock Check

HELP

FSC	NIIN	COG	UI	Description	STD	NET
6210	000000172	9Z	EA	COVER PLATE ASSEMBL	\$11.20	

AAC: D	IRRC:	PMIC: A	HMIC: N	SLAC:	QUP: 1
SLC: 0	MCC:	CIIC: U	SMIC: EY	SMCC: 9	LRC:
Demand:			SM&R:		
Procurement Lead Time:			Production Lead Time:		

Code Description (roll over code to view description)

Stock

Details

UADPS	FISC NORFOLK	0	A	A	\$9.98
UADPS	NAS SIGONELLA (NOR)	0	A	A	\$9.98
UADPS	GUAM (Pearl Harbor)	0	A	A	\$9.98
UADPS	FISC YOKOSUKA	205	A	A	\$9.98
UADPS	NAS SASEBO (Yoko)	0	A	A	\$9.98
FIMARS	USS KITTY HAWK (CV 63)	39		A	\$11.20
FIMARS	USS CONSTELLATION (CV 0064)	37		A	\$11.20
FIMARS	USS ENTERPRISE (CVN 65)	1		A	\$11.20
FIMARS	USS JONAS KENNEDY (CV 67)	0		A	\$11.20

(13 items remaining) Opening page <https://www.onetouch.navy.mil/ots-live/ae.StockCheckServlet...>

Start | 16:21

Check Data Sources

Detail Status - Microsoft Internet Explorer provided by Navy Marine Corps Intranet

One Touch Support [close window](#)

☒ Complete
 ☐ Partial
 ☒ Failed
 ☐ No Data
 ☐ Waiting
 ☐ Not Available

Data Source	Status	Data Source	Status
UADPS	<input checked="" type="radio"/>	DRMS	<input type="radio"/>
VMSIR	<input checked="" type="radio"/>	FIMARS	<input checked="" type="radio"/>
GSA Hickam	<input type="radio"/>	HSMS	<input type="radio"/>
JTAV Fuel	<input type="radio"/>	JTAV Medical	<input type="radio"/>
SAMMS	<input checked="" type="radio"/>	SNAPSHOT_MECH	<input type="radio"/>
SNAPSHOT_PHIL	<input type="radio"/>	SMART_ERP	<input type="radio"/>
RRAM	<input type="radio"/>		

Done

Start | Inbox - Microsof... | Pitches | OTS and PIT Ov... | One Touch Supp... | Detail Status -...

Internet 16:24



Non-Standard Requisitions

One Touch Support - Microsoft Internet Explorer provided by Navy Marine Corps Intranet

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STANDARD **ADVANCED SEARCH CRITERIA** **HELP**

Requisition Status

Please enter a search value in one or many of the following fields. For additional search criteria, click on the 'Advanced Search Criteria' tab. Information may be entered into one or many fields.

Only the UADPS and SPS data sources support a wildcard search.
Please enter at least the UIC and partial Julian date when executing a wildcard search to reduce excessively large result counts.

Please be patient while the search is executing...

Note: The entire requisition number can be typed (or pasted) into the UIC field. You do not need to tab into each field.

	UIC	Julian	Serial
Requisition Document #:	N00244	*	

Contract #:

Enter date in Julian Date format (e.g. '2001' for 01 January, 2002)

Supply Action Date:

Priority:

Status Code:

Project Code: [Lookup](#)

☐ Make default choices

Bold fields are required

Internet 14:36

Data Source Selection

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Requisition Status - Advanced

STANDARD ADVANCED SEARCH CRITERIA HELP

☒ Web Page
☐ Tab Delimited File with History (suitable for Excel, Lotus 123, etc.) *
 Return Results To: ☐ Tab Delimited File with Latest Only (suitable for Excel, Lotus 123, etc.) *
☐ MILSTRIP Format with History *
☐ MILSTRIP Format with Latest Only *
☐ Excel Format with History **
☐ Excel Format with Latest Only **

** will be saved with default ".txt" extension.
 Please rename the extension as ".txt" when saving the file.
 *** will be saved with ".csv" extension.
 Please DO NOT rename the extension when saving the file.

Only the UADPS and SPS data sources support a wildcard search.

Available Requisition Status Sources

Active Requisition Status Sources

>> >>> <<< <<

DAAS
 DSS
 ISIS
 OneTouchSupport
 SAMMS
 SNAPSHOT_MECH
 SNAPSHOT_PHIL

Done

Start In... Pit... LS... LS... F... OT... OT... QA... Mic... On...

Internet 14:36



Non-Standard Requisition Status

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STANDARD NON-STANDARD HELP

Intermediate Selection - Non-Standard Requisition Status

Requisition Document #	Type	Contract #	PRI
<input type="radio"/> N00244-99-D-0141	REQUEST		
<input checked="" type="radio"/> N0024401P1809	AWARD	N0024403P2153	
<input type="radio"/> N0024403RC00673	AWARD	N0024403P3760	
<input type="radio"/> N0024403RC7N024	AWARD	N0024403P4122	
<input type="radio"/> N0024404RCBZL1	AWARD	N0024403F1626	
<input type="radio"/> N0024404RCBZL1	AWARD	N0024403F1626-P00001	
<input type="radio"/> N0024404RCBZS1	REQUEST		08
<input type="radio"/> N0024404RCBZU6	AWARD	N0024403F1526	
<input type="radio"/> N0024404RCCB01	AWARD	N0024403F1629	
<input type="radio"/> N0024404RCDA06	AWARD	N0024403P4254	
<input type="radio"/> N0024404RCDA21	AWARD	N0024403P3727	
<input type="radio"/> N0024404RCDA22	AWARD	N0024403F1319	
<input type="radio"/> N0024404RCDB11	AWARD	N0024403P4254	
<input type="radio"/> N0024404RCDB41	REQUEST		03
<input type="radio"/> N0024404RCDB43	REQUEST		03
<input type="radio"/> N0024404RCDB90	AWARD	N0024403P3479	
<input type="radio"/> N0024404RCDB91	REQUEST		15

Start In... Pit... LS... LS... F... OT... OT... QA... Mic... On... Internet 14:35



Shipment Status

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[HELP](#)

Shipment Status Search

Please enter a search value in at least one of the following fields. Note Suffix and Ship Date cannot be submitted separately.

Enter '*' for suffix to return all possible Shipment Status records associated with the Requisition Document Number.

Please be patient while the search is executing...

Requisition Document #: Suffix:

TCN: Shipment Date: (MM/DD/YYYY)

ABL/Tracking Number:

GBL:

<https://www.onetouch.navy.mil/ots-live/jsp/ShipmentStatus.jsp>

Start | | | | | | | | | | 15:58



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One Touch Resources

MILSTRIP Shipment Status

Requisition Document #:

Requested Qty:	3
Shipped Qty:	3
Cancelled Qty:	
Denied Qty:	0
Date Received:	07/13/2003
Date Shipped:	07/14/2003
Status:	SHIPPED
Depot:	DDYJ YOKOSUKA JAPANAP 96349-1500
Ship To:	R03368
Mode of Shipment:	SMALL PARCEL CARRIER
Carrier:	DHL AIRWAYS
Tracking #:	DHL2345222331
TCN:	R0336831900222XXX
GBL:	

HELP

Internet

Start | | | | | | | | | | 15:57



Shipment Status Details

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MILSTRIP Shipment Status - DHL AIRWAYS

Requisition Document #:

Air Bill: 2345222331

TCN: R0336831900222XXX

Deliver To:

Delivery Location: Bahrain - Bahrain

Delivery Date: July 16, 2003

Delivery Time: 08:36

Signed For By: TOOMES

Status Exception: Shipment delivered

Scan Activity:

July 14, 2003 15:21 Yokohama - Japan Shipment picked up
July 14, 2003 22:07 Tokyo - Japan Departed from DHL facility in Tokyo - Japan
July 15, 2003 01:29 Hong Kong Hub - China Arrived at DHL facility in Hong Kong Hub - China
July 15, 2003 14:46 Hong Kong Hub - China Departed from DHL facility in Hong Kong Hub - China
July 15, 2003 20:44 Bahrain - Bahrain Arrived at DHL facility in Bahrain - Bahrain
July 16, 2003 03:07 Bahrain - Bahrain Departed from DHL facility in Bahrain - Bahrain
July 16, 2003 05:39 Bahrain - Bahrain Arrived at DHL Facility
July 16, 2003 08:09 Bahrain - Bahrain With delivery courier
July 16, 2003 08:36 Bahrain - Bahrain Shipment delivered

Done

Start | | | | | | | | | | 15:56



Non-Standard Requisition Status

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HELP

Non-Standard Requisition Status - Query Results - Award

AWARD found in SPS for N0024401P1809

Award Date: 2003-05-19 **Buyer Code:** [graydr](#)

Vendor: SHILOH ENGINEERING INC **Phone:** 714-897-9448

Fax: 714-901-4021

Contract	Line #	Qty	UI	Description	Delivery Date	Unit Cost	Extended Cost
N0024403P2153	0001	30.0	Each	CABLE ASSEMBLY	2003-09-01	\$695.00	\$20,850.00

Total Amount: \$20,850.00

Done

Start In... Pit... LS... LS... F... OT... OT... QA... Mic... On... Internet 14:34

One Touch Support - Microsoft Internet Explorer provided by Navy Marine Corps Intranet

File Edit View Favorites Tools Help

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Address <https://www.onetouch.navy.mil/Portal/PortalCDA/DisplayPortal> Go Links >>

One Touch Support

LOGOUT / EDIT PROFILE

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Select Category

One Touch Administrator

- OTS CMA
- ▶ REGISTRAR
- ▶ BFA
- ADMIN WORKBENCH

One Touch Applications

- TECHNICAL SCREENING
- STOCK CHECK
- REQUISITION INPUT
- REQUISITION STATUS
- REQUISITION AUDIT
- SHIPMENT STATUS
- FILE / TEXT UPLOAD
- BATCH QUERIES
- ORDER LIST
- ▶ AOR LOGISTICS
- ▶ MILSTRIP TEMPLATES

One Touch Purchasing

- DOD EMAIL
- ICPMART
- CHESTERTON PUMPS

One Touch Resources

Search OTS Audit Records

The transaction you requested with the specified criteria(s) did not return any result. Please refine your search criteria(s) and resubmit. Help is available for specific search parameters by clicking on the HELP link in the upper right corner.

Please enter your search criteria.

Enter either Requisition Doc Number alone or one of the search criteria from the rest of the parameters.

Only records that match all entered values will be displayed.

Note:

- UIC must be a valid 6 character string. UIC is defaulted to your own if no value entered.
- # of Days Since Submission is defaulted to 7 days if no value entered.
- Julian Date To is defaulted to Today's Date if no value entered.
- The system will return up to 1,000 records except when a Batch Number is provided.

Requisition Doc Number

Requisition with Julian dates between (From) and (To)

OTS State

Doc ID

Last Action Date: Last days

UIC

User Last Name

OTS Batch File Name

of Days Since Submission

☐ Make Default

Done

Start | | | | | | | | 16:37



Audit Summary

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One Touch Support

WELCOME CATHERINE CARPINELLO

OTS Home

FEEDBACK / FAQ'S / OTS HELP

HELP

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One Touch Resources

One Touch Support Audit Summary

Req Number	Doc ID	State	Action Date	Submitted By	OTS Batch File Name	
<input type="checkbox"/> R2055032886131	A0A	SUBMIT - DAAS	10/15/2003	RIDENOUR, RODNEY	1066247843504	Audit
<input type="checkbox"/> R205503287A007	A0A	SUBMIT - DAAS	10/15/2003	RIDENOUR, RODNEY	1066247843504	Audit
<input type="checkbox"/> R205503287A006	A0A	SUBMIT - DAAS	10/15/2003	RIDENOUR, RODNEY	1066247843504	Audit
<input type="checkbox"/> R205503287A003	A0A	SUBMIT - DAAS	10/15/2003	RIDENOUR, RODNEY	1066247843504	Audit
<input type="checkbox"/> R2055032840690	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840644	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840643	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840642	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840639	A0A	REJECT - DAAS	10/10/2003	DAAS		Audit
<input type="checkbox"/> R2055032840637	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840627	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840626	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840624	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840623	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840622	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840620	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit
<input type="checkbox"/> R2055032840619	A0A	SUBMIT - DAAS	10/10/2003	RIDENOUR, RODNEY	1065823443725	Audit

Done

Start | Internet | Inboxes - Micro... | Pitches | OTS and PIT... | One Touch ... | <https://www...> | 16:44



End User Feedback

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One Touch Support

LOGOUT / EDIT PROFILE

SITE INDEX

Select Category

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- REGISTRAR
 - SEARCH FOR USERS
 - VIEW TRANSACTION LOG
 - ADMIN WORKBENCH

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One Touch Purchasing

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WELCOME CATHERINE CARPINELLO

[OTS Home](#) >> [OTS Home Page](#)

OTS HOME FISC SAN DIEGO MY HAZMAT Personalize

ASK A QUESTION / FEEDBACK

To contact us or ask a question, please fill in this form as completely as possible.

CONTACT INFORMATION (OPTIONAL):
This information will be used only if we need to contact you for follow-up or clarification.

Name:

Email:

Confirm Email:

Phone:

QUESTION/FEEDBACK:

Category:

Please describe the situation/problem/suggestion as completely as possible.

We will not obtain personally identifying information about you when you visit our site unless you choose to provide such information to us. If you choose to send email to the site webmaster or submit an online feedback form, any contact information that you provide will be solely used to respond to your request and is not stored.



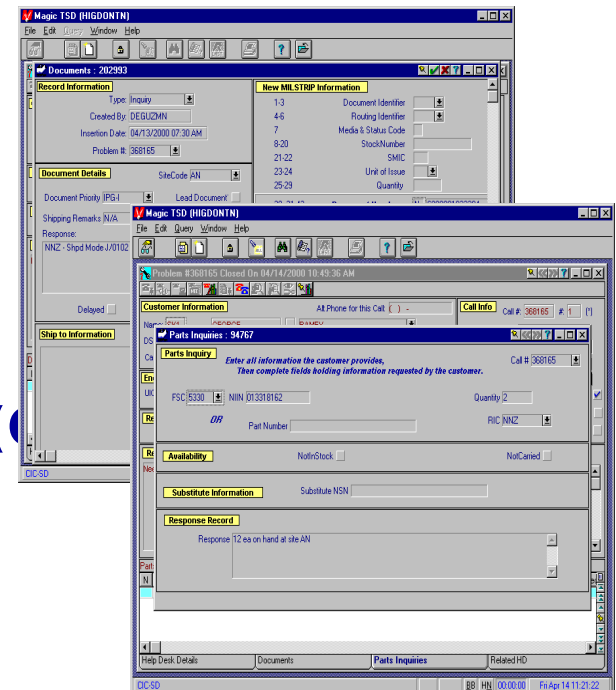
NAVAL SUPPLY SYSTEMS COMMAND

Commander, Fleet and Industrial Supply Centers

- ✓ One Touch Support (OTS)
- Navy Integrated Call Center (NICC)
- ☐ Logistics Support Center (LSC)

**Ready. Resourceful.
Responsive!**

- ◇ **Virtual Call Center**
- ◇ Locations at Norfolk and San Diego
- ◇ World-wide toll-free telephone numbers
 - ◇ 1-877-41 TOUCH (86824)
 - ◇ DSN 510 42 TOUCH (86824)
- ◇ 24/7/365
- ◇ Interactive Voice Response (IVR) Unit
- ◇ **Customer Service Representatives (CSRs)**
- ◇ Multifunctional
- ◇ Standard Operating Procedures (SOPs)
- ◇ Enterprise wide customer tracking database



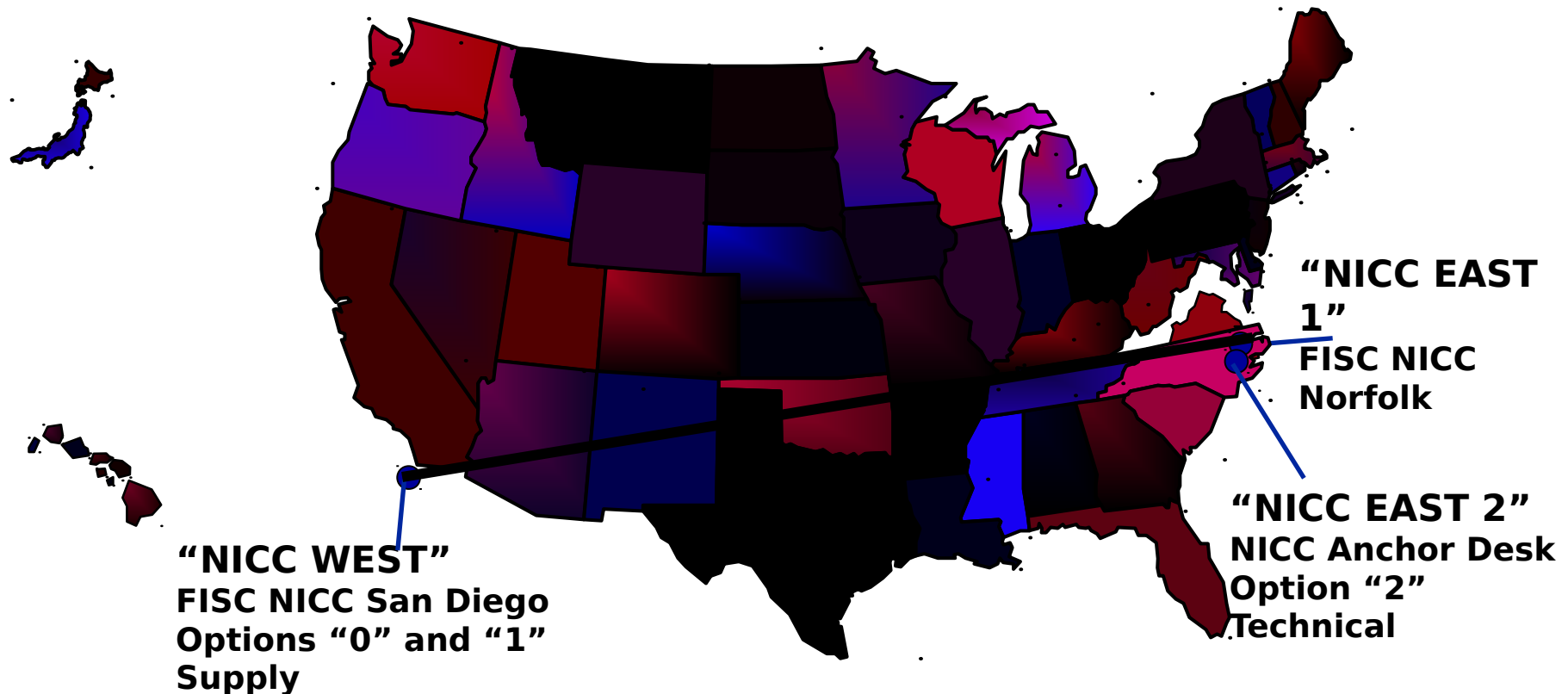
The screenshot displays the Magic TSD (HIGDONTN) software interface. The top window shows document details for a document with ID 202993, created by DEBUZMIN on 04/13/2000 at 07:30 AM. The document is a New MLSTRIP Information document. The bottom window shows a parts inquiry for a customer with call number 368165. The inquiry details include the part number PSC 5330, the quantity 12, and the response time of 12 weeks on hand at site AN. The interface includes various tabs and fields for data entry and tracking.



Joint Distance Support

**Navy Integrated Call Center
1-877-41TOUCH**

"Virtual Contact Center"



DISTANCE SUPPORT PROGRAM

AREA



How to contact the NICC

**Toll Free Number: 1-877-418-6824
(41TOUCH)**

**Worldwide DSN: 510-428-6824
(41TOUCH)**

Email: nicc@navy.mil

SALTS: bzz@salts.icpphil.navy.mil

**Hours of Operation: 7/24 including
Holidays**



NICC Services

Stock/Asset Availability
Requisition Status Inquiry
Transportation Information
Shipping Information
Ship to Address Information
Material Tracking
Cancellation Request
Modification Request
Requisitioning Assistance
Customer Access to Database Assistance
Web/Internet Assistance
Open Purchase Status
Procurement Information
Vendor Pay Information
Accounting Information
Material Expediting (thru warehouse)

Requisition Re-pass
Status Re-Instatement
Milstrip/Milstrap Assistance
General Technical Information
General Supply Information
Carcass Tracking (Tier 1 support)
Bearer Processing/Status
Part Number to NIIN cross referencing
New Orders
Exception Processing
Coordination of Material Movement
Subsistence Prime Vendor Information
IVR Training
DODAAC Information
Divert Shipments

24/7/365



Customer Phone Options

- 0** To speak to a Customer Service Representative at any time during your call.
- 1** **SUPPLY** - To speak with a Customer Service Representative or to perform an asset availability, requisition status or any other Supply inquiries in the IVR.
- 2** **TECHNICAL/LOGISTICS** - For Technical and Logistics information for Navy systems and equipment.
- 3** **ISMSR** - To submit a recommendation to the Integrated Ship Maintenance and Supply Readiness review team.
- 4** Supply information from DESEX at NAVICP.
- 5** Assistance for ATAC, DPAS, FOSAAC, NEXCOM, and Smart Card inquiries.
- 6** ATM-At-Sea Program and Navy Cash Card inquiries.
- 7** Assistance from DLA ICPs, caller is connected 1-877-DLA-Call, (1-877-352-2255).
- 8** Problem resolution, assistance for SMART ERP Program and SAP inquiries.

0 To speak to a Customer Service Rep at any time.

1 To check the STATUS of an existing REQUISITION.

2 To check ASSET AVAILABILITY.

***** To repeat this MENU,
press *





Commander, Fleet and Industrial Supply Centers

- 
- A world map is centered in the background of the list, showing the Americas, Europe, Africa, Asia, and Australia. The map is a light blue and yellow color scheme with black outlines for countries and labels for major landmasses and oceans.
- ✓ One Touch Support (OTS)
 - ✓ Navy Integrated Call Center (NICC)
 - **Logistics Support Center (LSC)**

***Ready. Resourceful.
Responsive!***

Logistics Support Center (LSC)

Logistic Support Center - A Touch Point

**TAILORED
SERVICES . . .
ONE SIZE
DOESN'T FIT
ALL**

**Logistics Support
Reps (LSR)**

**Single POC
Ship's Advocate
Trusted Agent**

**Tailored
Material
Handling
Services**

**LSC Customer
Asset Visibility**

**Husbandin
g**

**Material
Processing
Center**

Baseline Foundation of Standard Support Across LSCs

Logistics Support Representative (LSR) Benefits

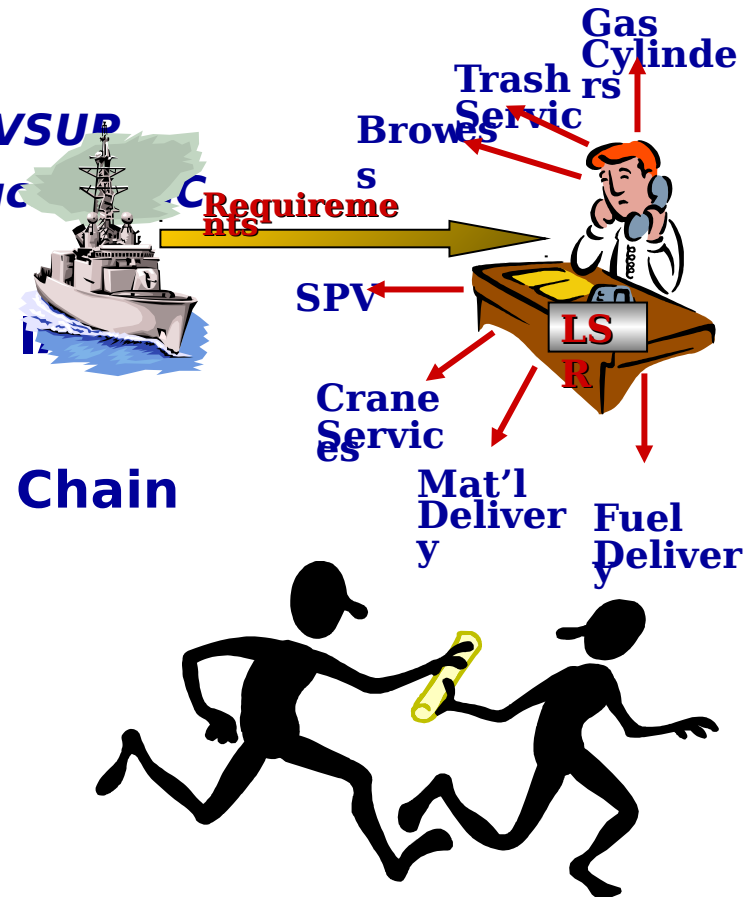
LSR is single POC between customer and shore support sources

A Touch Point among the triad of **NAVSUP** One Touch Customer Service - and LSC

Coordinates / Integrates services activity's needs

Networked and experienced Supply Chain Professional

- Material Expediting
- Material Tracking
- And a whole lot more...





LSR Brokered Services

- Vehicles
- Cranes
- Material Handling Equipment
- Mail Delivery
- Fueling & De-fueling Services
- Galley , Laundry and Small Equipment Maintenance Services
- Emergency Requisition Services
- Personal Effects Coordination
- Ceremonial Support
- Navy Food Management Team/Fleet Assistance Team Liaison
- Subsistence Prime Vendor Services
- Local Supply Training Coordination
- MWR Support
- Expedite Purchase
- Hazardous Freight Shipment
- Material Holding Area
- Expedite Credit for Returns
- Transportation for Stranded Crew
- Freight Shipment Tracking
- Assistance while Deployed
- Requisition Status
- Provisions Loading
- ATMs at Sea/Navy Cash™
- Medical Prime Vendor Liaison
- Material Processing Centers
- HAZMIN Services

Where Are The LSCs ?



*** Denotes FISC Jacksonville Detachments**

Material Processing Center (MPC)

MPC Core Business

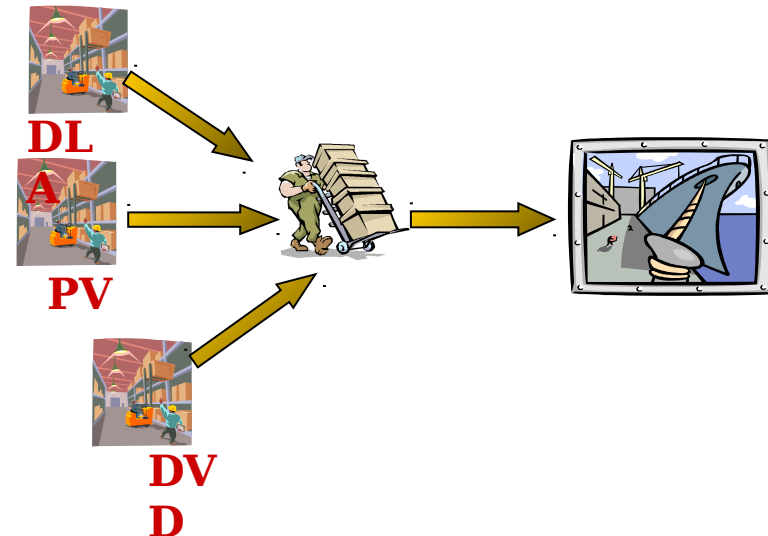
- ◇ Sort, stage, deliver, troubleshoot, expedite, track
- ◇ Metrics to measure quality as well as quantity

Linked to LSRs and the Navy integrated Call Center

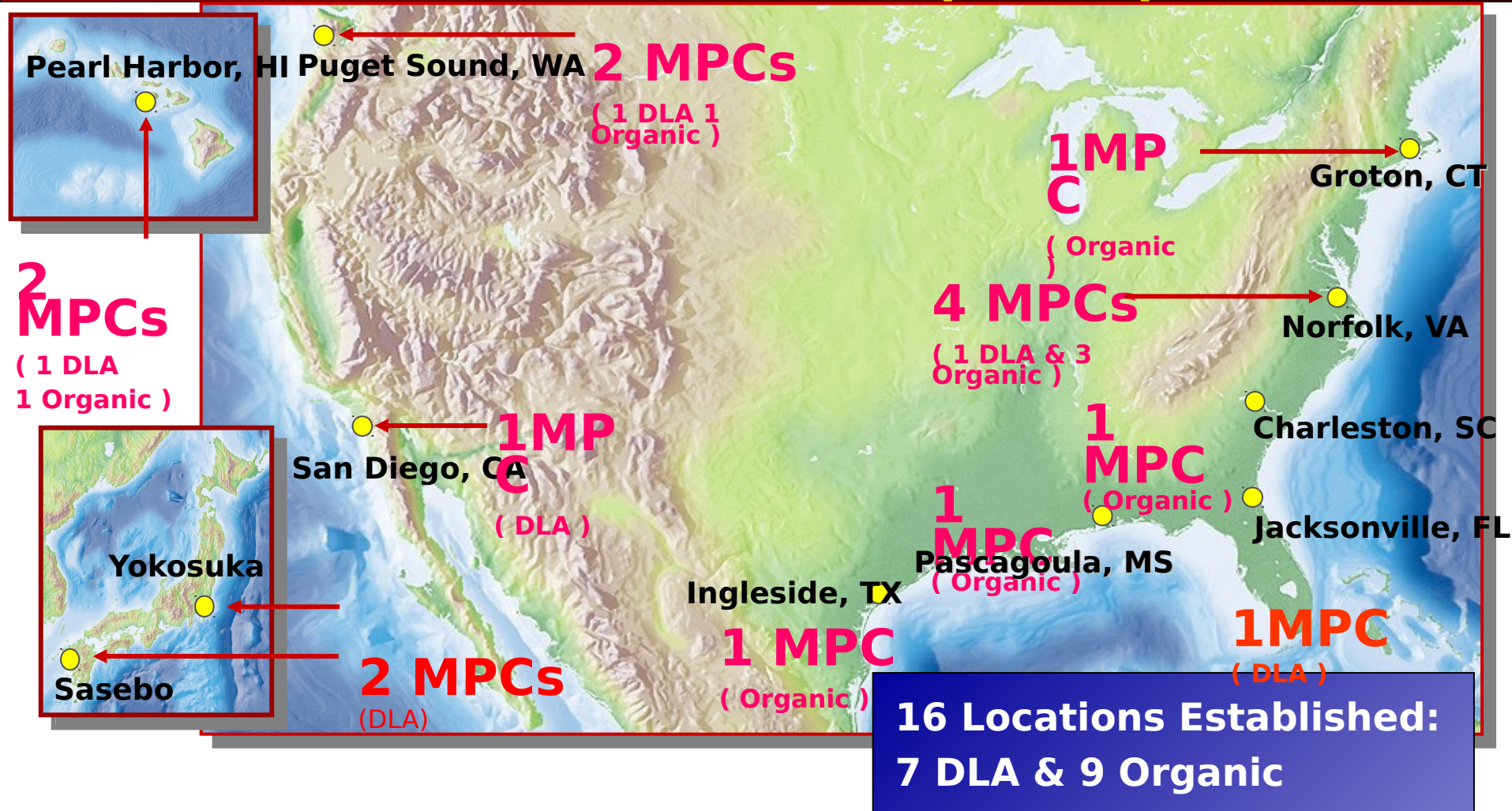
Logistic Support Center Customer Asset Visibility (LCAV)

- ◇ Web enabled
- ◇ Easily transportable
- ◇ Standardized through out the claimancy

Responsive to varied site requirements



Where are the Material Processing Centers (MPCs) ?



Thank you for your time.